

Fig. 1

Sampling Time Periods		
Upload Period	Entry Period	Sample Period
1 day — 208a	1 hour — 206a	1 minute — 204a
10 minutes — 208b	1 minute — 206b	10 sec — 204b

Fig. 2A

Data Acquisition Methods				
IBM AIX	Solaris	HP UX	Linux	Windows
Virtual Device (/dev/kmem)	/proc virtual filesystem — 216	Ioctl's to device drivers — 220	Ioctl's to device drivers — 224	Registry — 42
System Calls	System calls — 218	System calls — 222	System calls — 226	System calls — 232
	IOCTL.S — 219		/proc virtual filesystem — 228	Ioctl's to device drivers — 234

Fig. 2B

CPU Usage

Threshold < 75% — 270
Tolerance < 40% — 272

	> Threshold (75%)	< Threshold (75%)
< Tolerance (40%)	<p>CPU Usage was a <u>problem</u> as the average usage was sometimes above 75%. 280a</p> <p>However, the average usage was above 75% for only 40% of the monitored period</p>	<p>CPU Usage was not a problem as shown in the graph below, with its average usage not exceeding 75%</p>
> Tolerance (40%)	<p>CPU Usage was a <u>problem</u> as the average usage was sometimes above 75%. 280b</p> <p>The average usage was above 75% for more than 40% of the monitored period</p>	

Fig. 2D

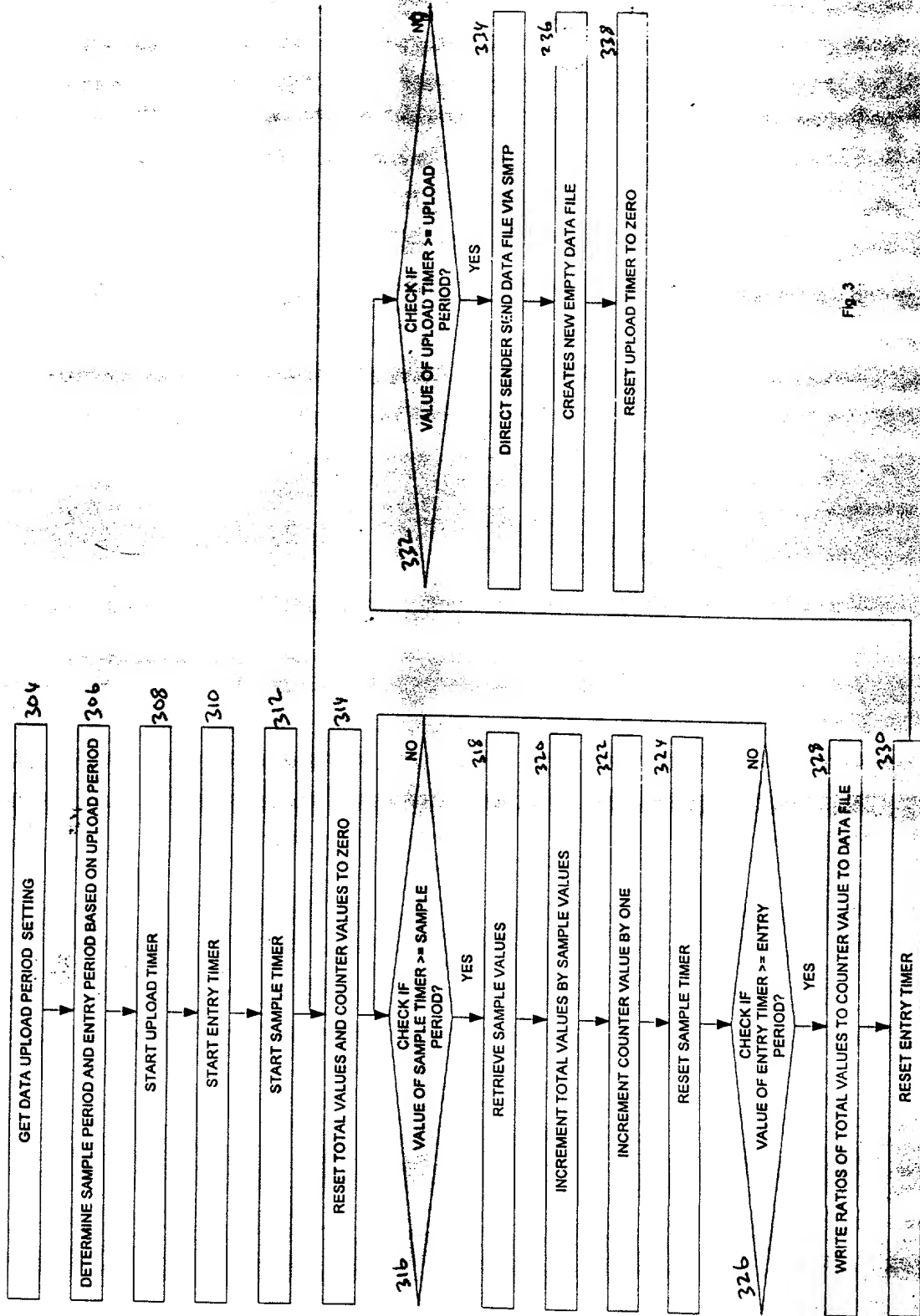


Fig. 3

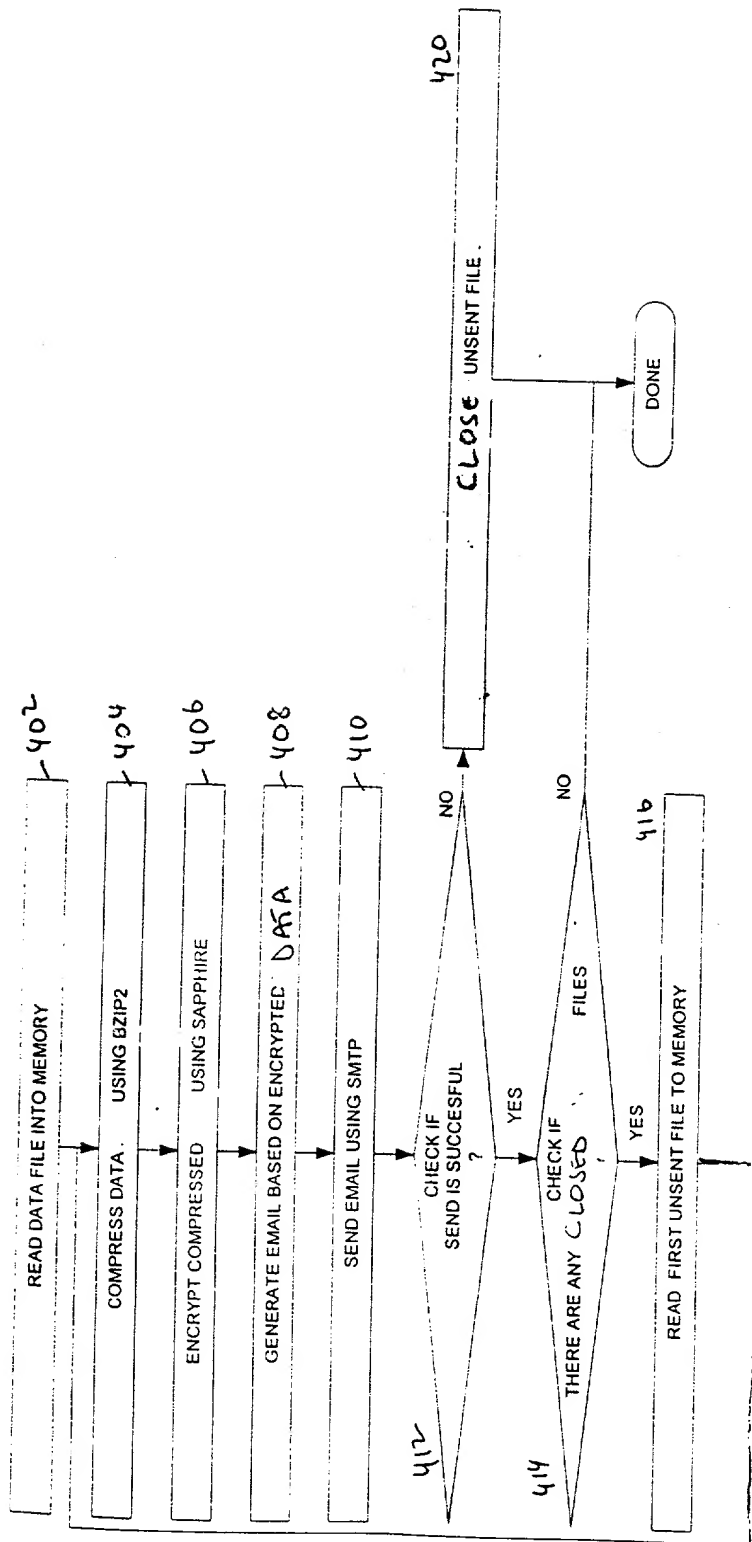


Fig. 4

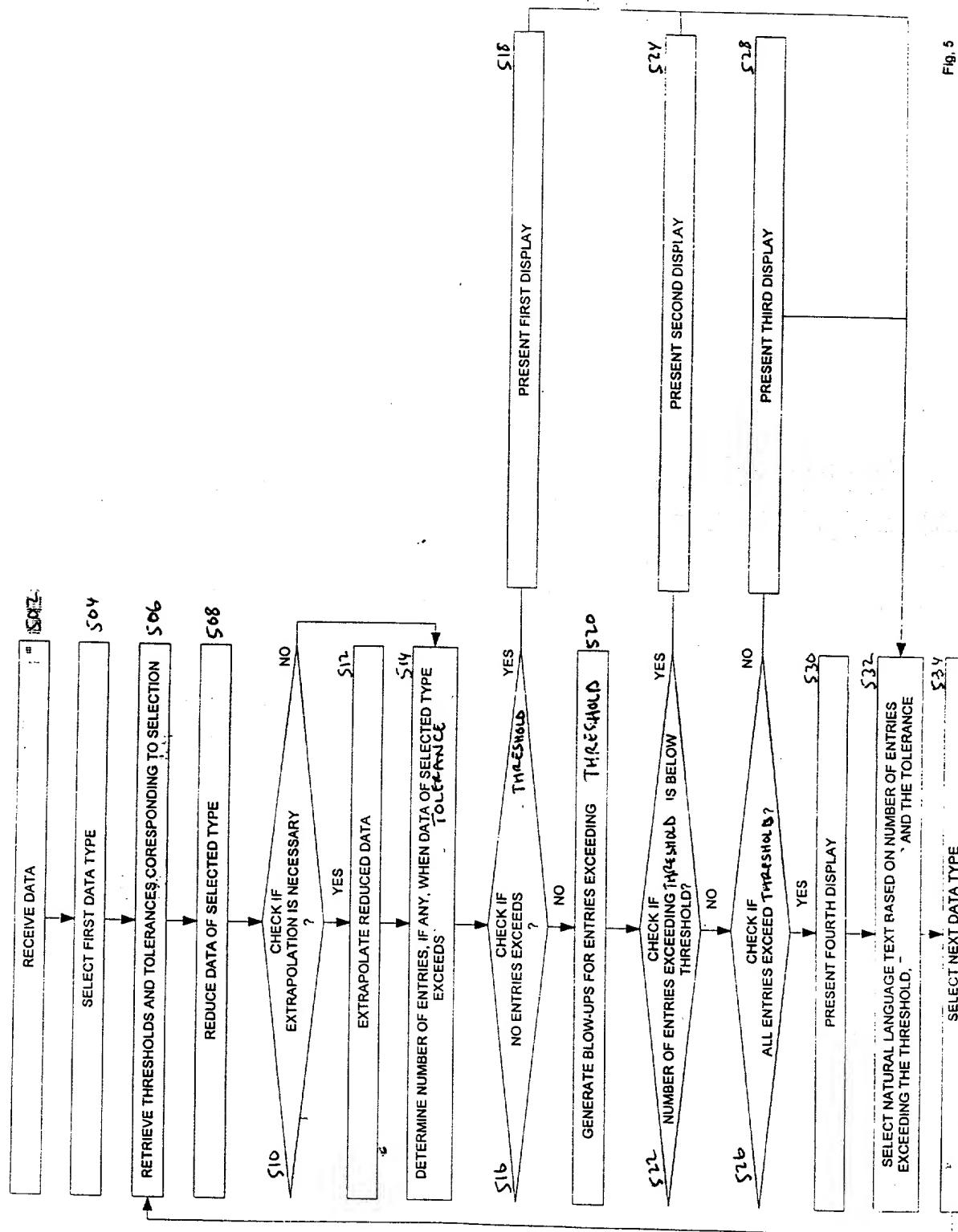


Fig. 5

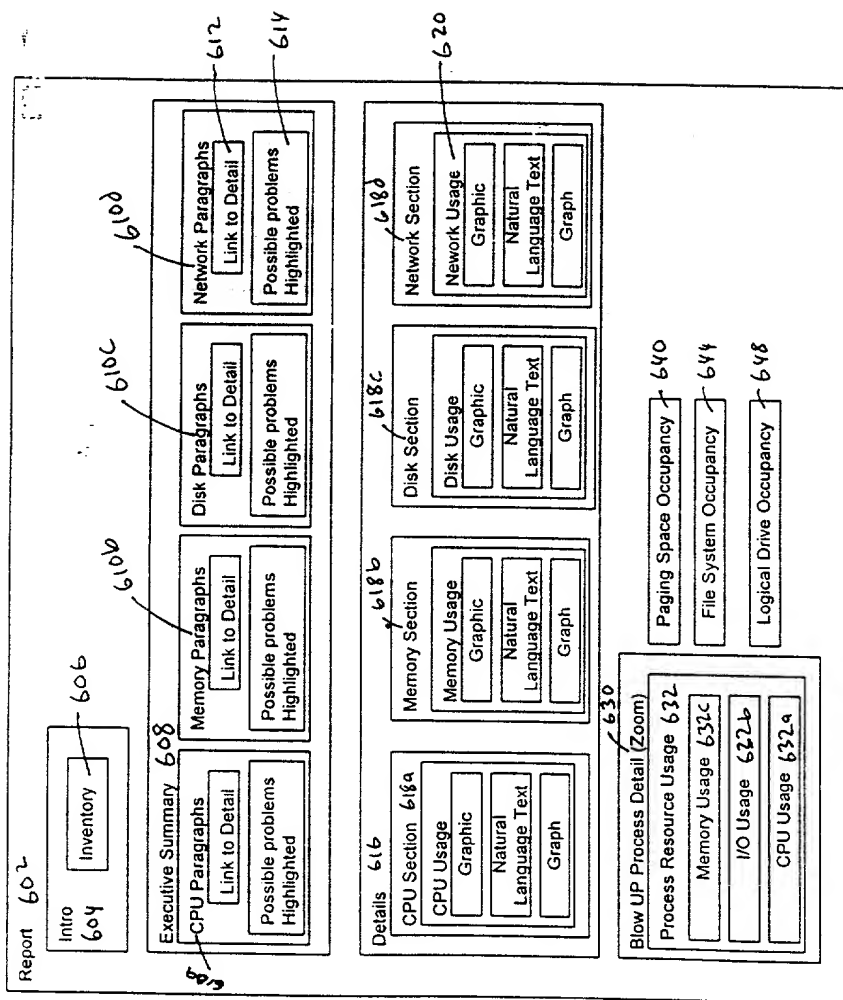


Fig. 6

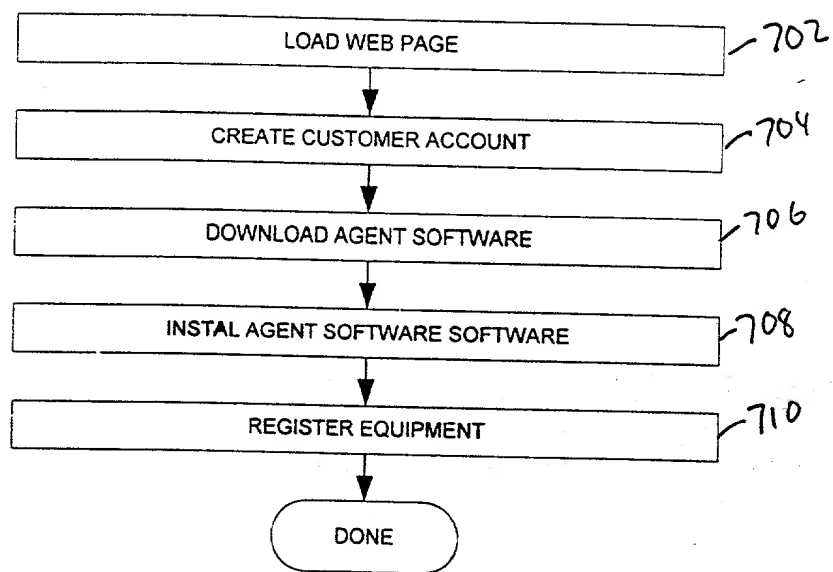


FIG. 7


205120" 6885850

Automatos - The Automatic MSP (Management Service Provider) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discard Messenger

Address http://www.automatos.com/en/



804

THE COMPANY SERVICES DOWNLOAD CONTACT US

Management Service Provider

806

planning the future
of your
IT environment

NEW! Capacity Wizard

808

QUICK START
YOUR ACCOUNT
TECHNICAL SUPPORT
CLIENTS
BE OUR PARTNER!
SEND THIS SITE

CHOOSE YOUR
FAVORITE LANGUAGE
English

SELECTED
WITH PRIME
VIRUS
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- SUN Solaris
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submarino
Dedalus
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MSP ?
Management Service Provider -
An MSP provides management
services to IT systems and
electronic devices through
the internet.

msp association
executive member
>> read more

X-Ray Report
The X-Ray Report presents conclusive
information, in natural language,
telling you what is going on with
your server.
>> see example

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http://www.automatos.com/en/company/clients.html

Internet

Fig. 8

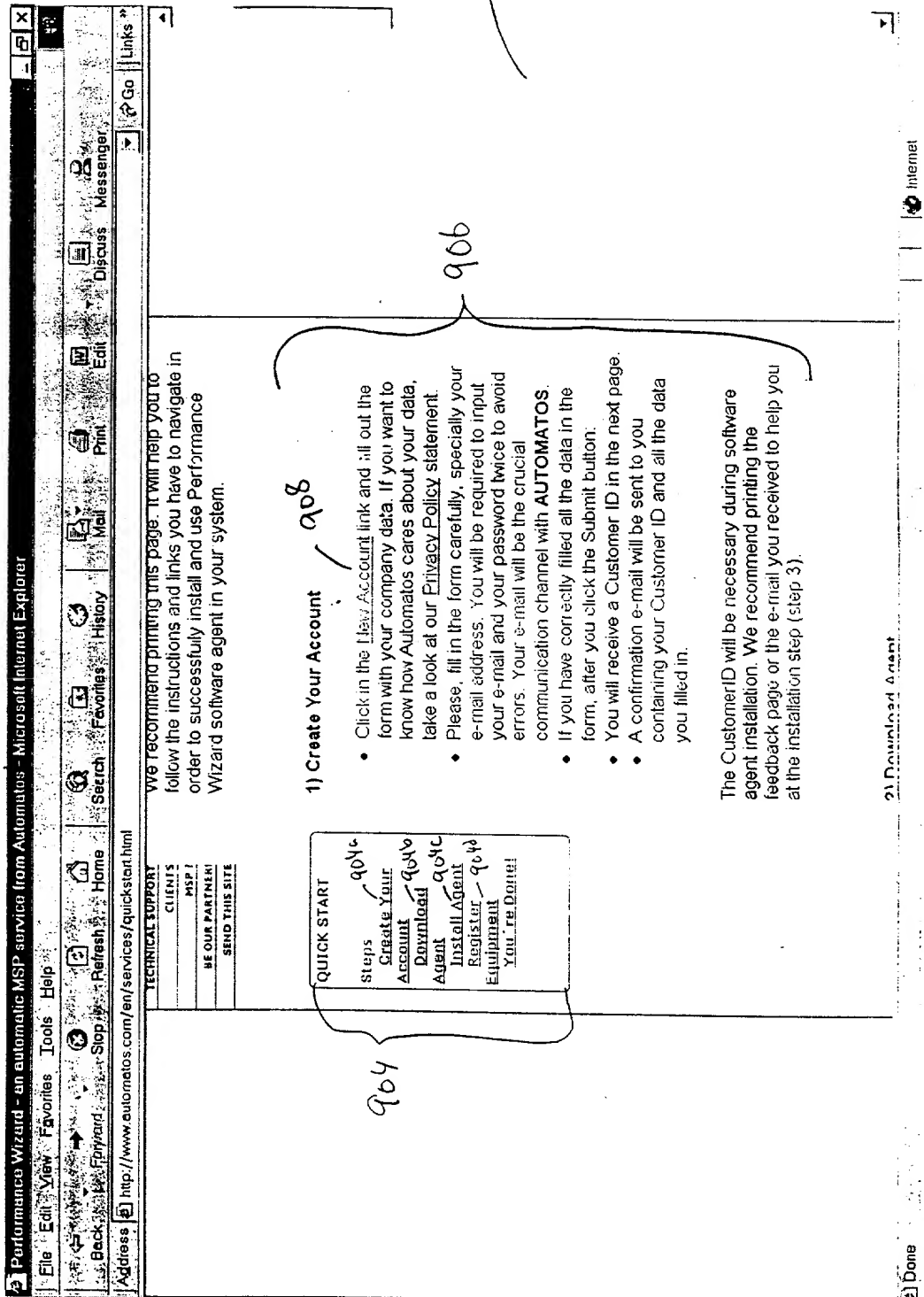


Fig. 9

Fig. 10

Performance Wizard - an automatic MSP service from Automatos - Microsoft Internet Explorer

File Edit View Favorites Tools Help Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Messenger

Address http://www.automatos.com/en/services/quickstart.html

2) Download Agent 914

- Click in the Download link inside the **Your Account** page to download **Performance Wizard** agent in your equipment.
- Due to security reasons, you will be required to input your login and password created in step 1.

3) Install Performance Wizard Agent

After downloading, run the installer file to install the agent in your equipment. Pay attention to the following recommendations.

- Make sure to set execution rights for the downloaded file and the directory where it is being run.
- You must have root/administrator privileges to install agent.
- You need to provide the following information to accomplish agent installation:
 - Your Customer ID, obtained in step 1 (creating account)
 - In case you decide to use the agent in Demo Mode, use the Demo Customer ID indicated for each platform.

AIX - 000000000000A21
SOLARIS - 000000000000B33
LINUX - 000000000000C45
HP-UX - 000000000000D57
WINDOWS NT/2000 - 000000000000E69

o Define where (directory) program

Internet Internet

Fig. 11

Fig. 12

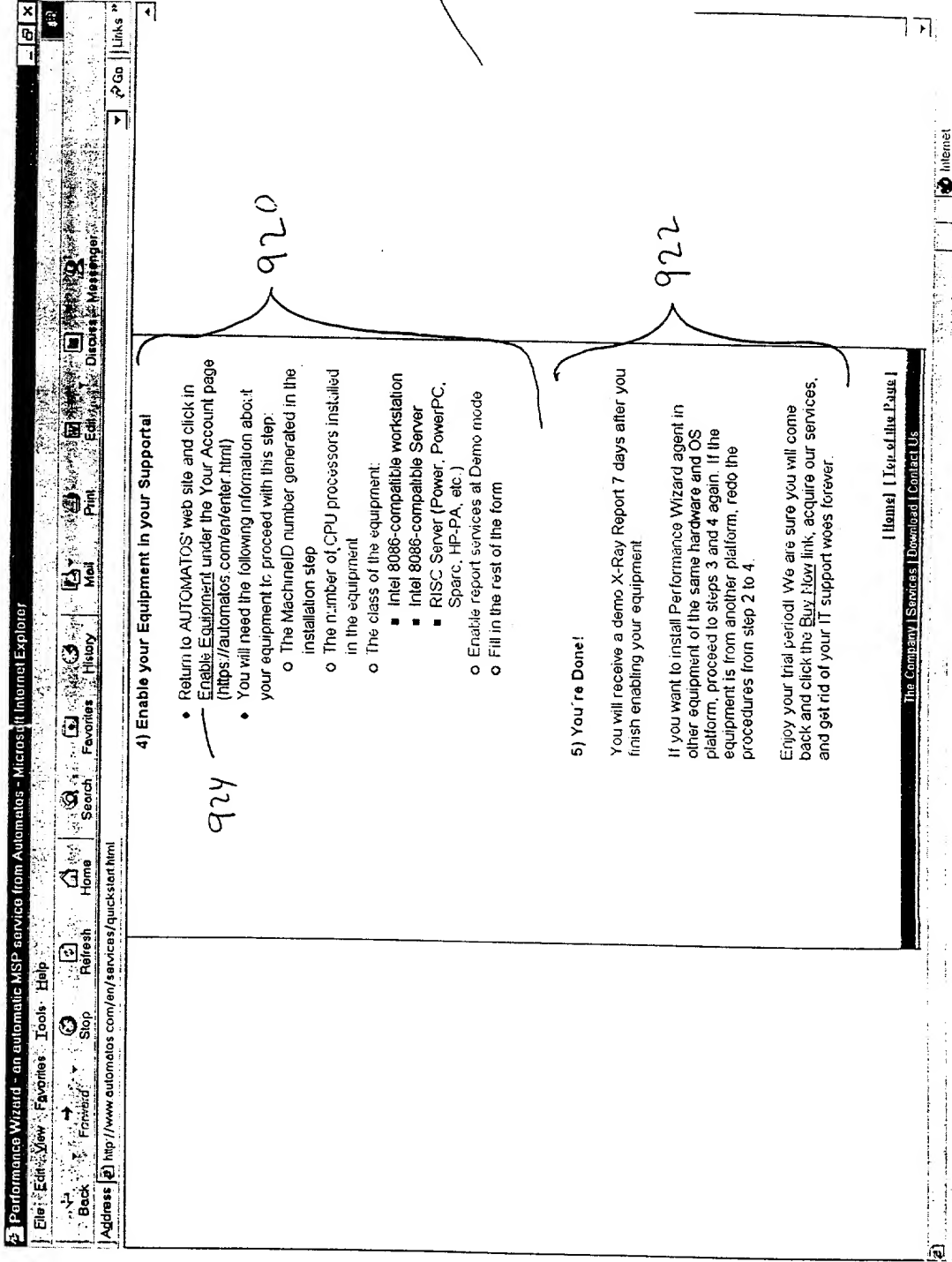


Fig. 13

Availability of Automatos: MSP Services - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Messages

Address http://www.automatos.com/en/services/register.html

PERSONAL DATA

Salutation (Mr., Mrs., Dr., etc., if applicable)
[] - 1302

* First Name [] - 1304

* Last Name [] - 1306

Which job title best applies to you?
[Click to select] [] - 1308

Which option best describes your department?
[Click to select] [] - 1310

How did you hear about AUTOMATOS?
[Click to select] [] - 1312

Choose the language of your preference.
[English] [] - 1314

This language will be the main language used in reports and e-mail sent by Automatos.
If you don't make any choice, english will be used by default

COMPANY DATA

1 Top of the Page

Done Internet

1300a

206 F20" 66835860

Fig. 14

Availability of Automatos' MSP Services - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Print Preview Edit Discard Messenger Links

Address http://www.automatos.com/en/services/register.html

COMPANY DATA

Company Name (if applicable): 1320

* Address: 1322

* City: 1324 State: 1326

* Zip: 1328 * Country: 1330 United States

* Area Code: 1332 * Phone: 1334

Fax: 1336

Company Industry: 1338 Click to select

How many employees in entire company? (if applicable) 1340 Click to select

How many servers in entire company? 1342 Click to select

How many server pools in entire company? 1344 Click to select

Done Internet Top of this Page

13006

Fig. 15

Availability of Automatos MSP Services - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Messenger

Address http://www.automatos.com/en/services/register.html

Internet

Done

LOGIN DATA

*e-mail: 1350

This e-mail will be the main communication channel between you and AUTOMATOS. Enter one only email

*Confirm your e-mail to avoid errors 1352

* Choose an Account Login Name: 1354

* Choose a password: 1356

* Confirm password: 1358

Write down a Password retrieval question. It will be used to identify you to help you get your password back in case you forget it. 1360

Ex: What's your mother's maiden name? What's your favorite dish?

Answer to password retrieval question 1362

1364

Yes, I would like AUTOMATOS to send me offers and information by email

Top of the Page

1300c

206720" 6225850

Fig. 16

Availability of Automatos' MSP Services - Microsoft Internet Explorer

Address: http://www.automatos.com/en/services/register.html

Write down a Password retrieval question.
It will be used to identify you to help you get your password back in case you forget it.

Ex: What's your mother's maiden name? What's your favorite dish?

Answer to password retrieval question

☐ Yes, I would like AUTOMATOS to send me offers and information by email

If you have correctly filled all the data above, after you click the Submit button below

- You will receive a CustomerID in the next page
- A confirmation e-mail will be sent to you containing CustomerID and all the data filled above

The CustomerID will be necessary during software agent installation. We recommend printing the feedback page or the e-mail you've received to help you install the agent.

Submit Clear

Top of the Page

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1300d

206720-66225260

Fig. 17

http://www.automatos.com/en/services/regform.html - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://www.automatos.com/en/services/regform.html

Search History Mail Print Automatos Management Service Provider

THE COMPANY SERVICES DOWNLOAD CONTACT US
Management Service Provider

NEW ACCOUNT
Buy New / New Account / What is MSP / Coming Soon

You have successfully created your account
Your Customer ID is 00161700036413 —1702

A confirmation e-mail was sent to the e-mail address you defined

The next step to use Automatos' Services is
Downloading agents —1704

You will have to use the login and password you have just created to access this page

! WARNING
If you are accessing this home page using Internet Explorer running on any Windows 2000 platform you must have Service Pack 1 installed or else you won't be able to login. The Service Pack 1 is available for downloading at the link windowsupdate.microsoft.com.

QUICK START
YOUR ACCOUNT
TECHNICAL SUPPORT
CLIENTS
MSP
BE OUR PARTNER
SEND THIS SITE

Automatos
THE AUTOMATICS

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Done Internet

—1700

206720" 6683960

Fig. 18

Microsoft Internet Explorer

Address: http://www.automatos.com/en/services/download.html

Automatos Inc. - Management Service Provider

DOWNLOAD

Click in the links below to download any Automatos' monitoring agent you need. The agents are available in installation packages for each covered platform.

Most of the packages include a step-by-step documentation. Anyway, we recommend you to print and carefully read the READMEs guides for the UNIX and Windows platforms available immediately below to help you install the agent easily and successfully.

UNIX README - 18072a

WINDOWS README - 18072b

If you are not an Automatos registered customer yet, you may use a temporary Demo Customer ID prompted during the installation process. Check in the README files or the Quick Start session for more details.

Performance Wizard Agents

Windows NT/2000 Platform:

NT Installers

HTTP Download

• 1845094 bytes

Done

18072

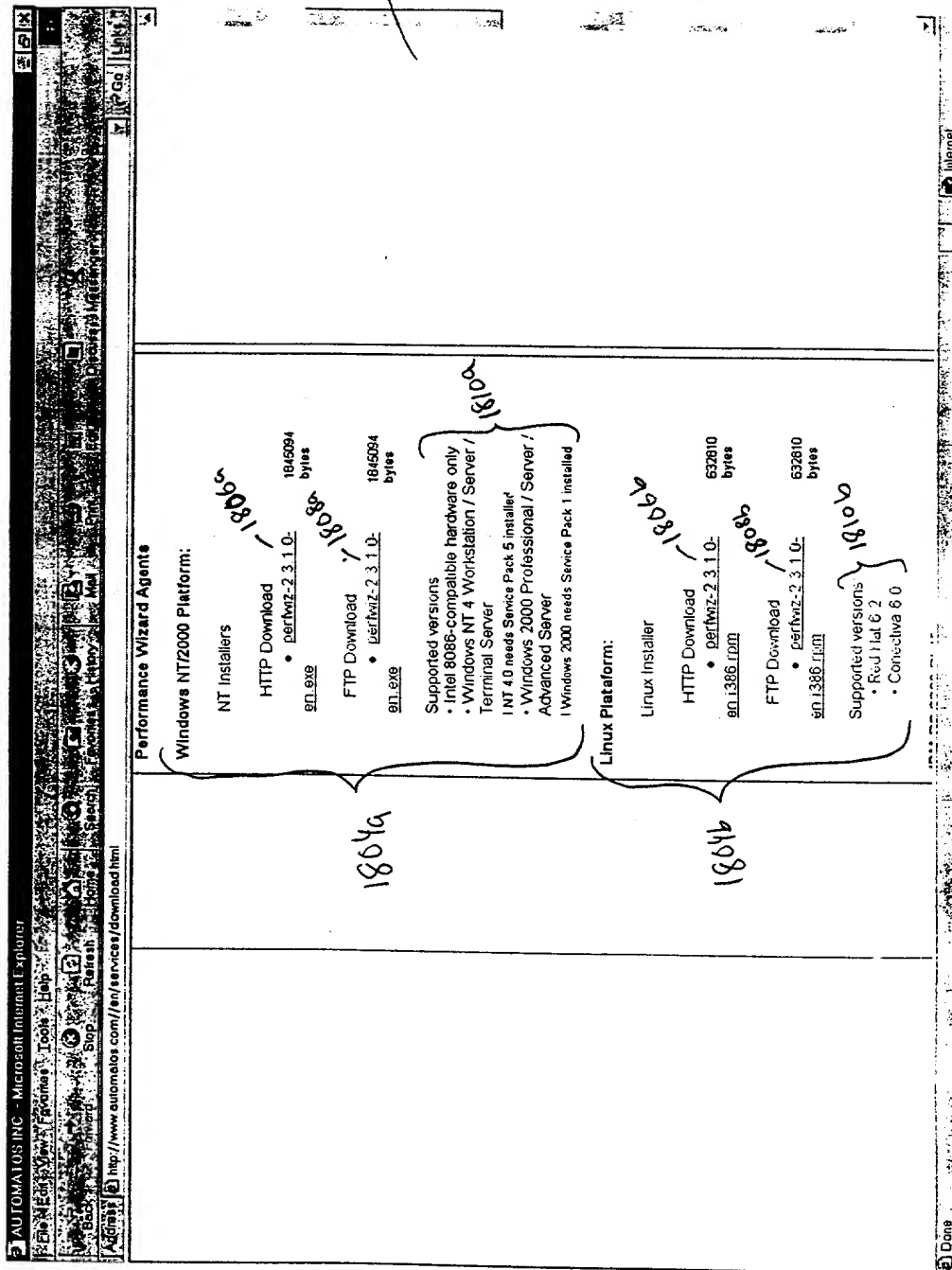


Fig. 20

Microsoft Internet Explorer - AUTOMATOS INC. - http://www.automatos.com/en/services/download.html

Address: http://www.automatos.com/en/services/download.html

IBM RS 6000 Platform:

AIX Installers

HTTP Download

- [perfhwiz-2.3.1.0-en.bff](#) 972600 bytes
- [perfhwiz-2.3.1.0-en.bff.gz](#) 560744 bytes

FTP Download

- [perfhwiz-2.3.1.0-en.bff](#) 972600 bytes
- [perfhwiz-2.3.1.0-en.bff.gz](#) 560744 bytes

Supported versions

- AIX 4.3.2 and 4.3.3

SUN Platforms:

SUN SPARC Installers

HTTP Download

- [perfhwiz-2.2.2.0-en.sparc](#) 1186816 bytes
- [perfhwiz-2.2.2.0-en.sparc.gz](#) 567628 bytes

FTP Download

- [perfhwiz-2.2.2.0-en.sparc](#) 1186816 bytes
- [perfhwiz-2.2.2.0-en.sparc.gz](#) 567628 bytes

SUN INTEL Installers

HTTP Download

- [perfhwiz-2.2.2.0-en.x86](#) 1066032 bytes
- [perfhwiz-2.2.2.0-en.x86.gz](#) 577545 bytes

1804c

1804d

1800c

Fig. 21

en x86 64

FTP Download

- [Perfwiz-2.2.2.0-
en x86](#) 1068032 bytes } 18080
- [Perfwiz-2.2.2.0-
en x86 64](#) 577545 bytes } 18100

Supported versions:

- Solaris 2.6 and above for Sparc
- Solaris 8 and above for Intel

en x86 32

HTTP Download

- [Perfwiz-2.2.2.0-
en x86 32](#) 1822720 bytes } 18090
- [Perfwiz-2.2.2.0-
en x86 32](#) 599247 bytes } 18090

FTP Download

- [Perfwiz-2.2.2.0-
en x86 32](#) 1822720 bytes } 18080
- [Perfwiz-2.2.2.0-
en x86 32](#) 599247 bytes } 18080

Supported versions

- HP-UX v.11 and above } 18100

! WARNING: If you are running an HP-UX agent version below 2.2.0.5 you MUST update to the newer version available for download in this page. Check the README file for more details.

HP-UX Installers

HP UX Platform:

[Include | Tape]

1800

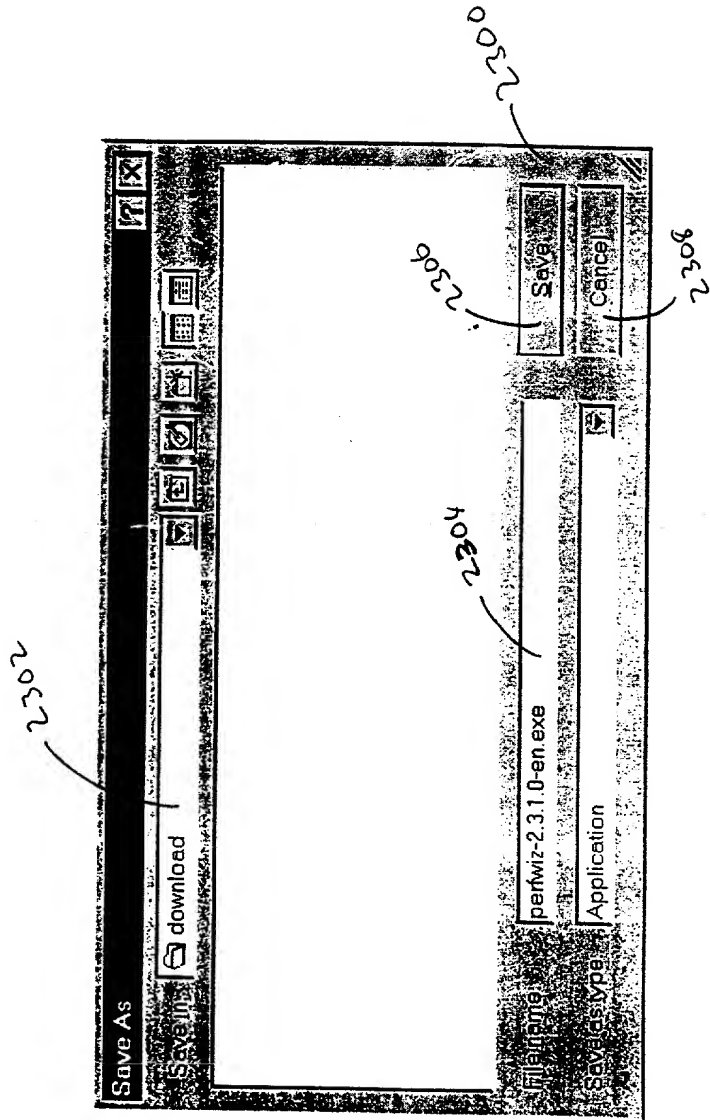


fig. 23

206720" 5E9E9860

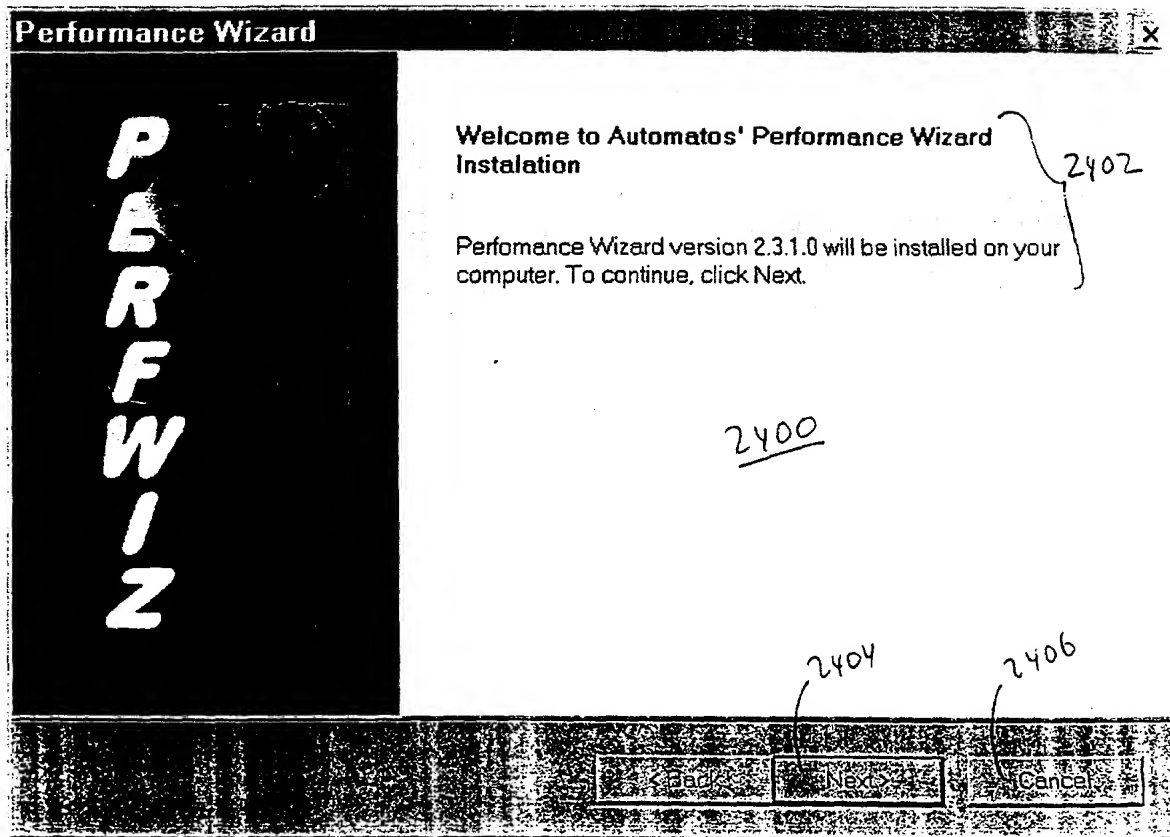


Fig. 24

Performance Wizard

CustomerId

Please inform your customerID.

If you have a CustomerID (assigned to you during your enrollment with Automatos Inc.) enter it now. Otherwise accept the default to try out the performance analysis service for a limited period free of charge. Check www.automatos.com for details.

CustomerID:

SECRET-2502

2500

InstallShield

[← Back](#)

Next >

Cancel

Fig. 25

2006.12.20 "68825250"

Performance Wizard



SMTP

SMTP server and sender information



If you have an SMTP server in your organization, enter its name or IP address.
Otherwise accept the default to use Automatos's SMTP server.
Note: Automatos's SMTP server uses port 25. If you are behind a firewall, make sure this port is not blocked.

SMTP server:

mail.automatos.com — 2602

SMTP port:

25 — 2604

e-mail from:

2606

InstallShield

< Back

Next >

Cancel

Fig. 26

09853839-021902

Performance Wizard



Choose Destination Location

Select folder where Setup will install files.



Setup will install Performance Wizard in the following folder.

To install to this folder, click Next. To install to a different folder, click Browse and select another folder.

2700

Destination Folder

2702

C:\Program Files\Automatos\Performance Wizard

Browse...

2704

InstallShield

< Back

Next >

Cancel

2706

fig. 27

Setup Type

Select the Setup Type to install.

Click the type of Setup you prefer, then click Next.

- Options:
- ☒ Typical: Program will be installed with the most common options. Recommended for most users.
 - ☐ Compact: Program will be installed with minimum required options.
 - ☐ Custom: You may choose the options you want to install. Recommended for advanced users.

InstallShield

[◀ Back](#)

Next>

Cancel

fig. 28

0953839.021900

Performance Wizard

Select Components

Choose the components Setup will install.



Select the components you want to install, and clear the components you do not want to install.

	Description
<input checked="" type="checkbox"/> Program Files	Executable Files and DLLs
<input checked="" type="checkbox"/> Documentation	
<input type="checkbox"/> Samples	

2902

2900

Space Required on C: 2052 K

Space Available on C: 1180496 K

InstallShield

< Back

Next >

Cancel

Fig. 29

Performance Wizard

Service Enablement



Service enablement is required to inform the e-mail to whom analysis reports will be sent.

- ☒ Enable the service for this host now — 3002
- ☐ Do it later at www.automatos.com — 3004

3000

InstallShield

< Back

Next >

Cancel

Fig. 30

20061201 09:29:00

Performance Wizard

Enablement information



Please, inform the e-mail address to whom analysis report should be sent

Performance analysis reports can be encrypted. To enable encryption enter an encryption password and confirm it

e-mail to:

3102

Password:

3104

Confirm password:

3106

InstallShield

<Back

Next >

Cancel

3108

Fig. 31

Performance Wizard

Enablement information

C> OPEN mail.automatos.com port 25
S> 220 automatos.com ESMTP Sendmail 8.9.3/8.8.7; Wed, 2 May 2001 19:03:29 +0400
C> HELO
S> 250 automatos.com Hello marialexandre.interaction.com.br [200.198.86.6], pleased to meet you
C> MAIL FROM: mca@pobox.com
S> 250 <mca@pobox.com>... Sender ok
C> RCPT TO: enrollment@automatos.com
S> 250 <enrollment@automatos.com>... Recipient ok
C> DATA
S> 354 Enter mail, end with "." on a line by itself
C> sending data
S> 250 TAA20857.Message accepted for delivery
C> QUIT
S> 221 automatos.com closing connection

3202

InstallShield

Done

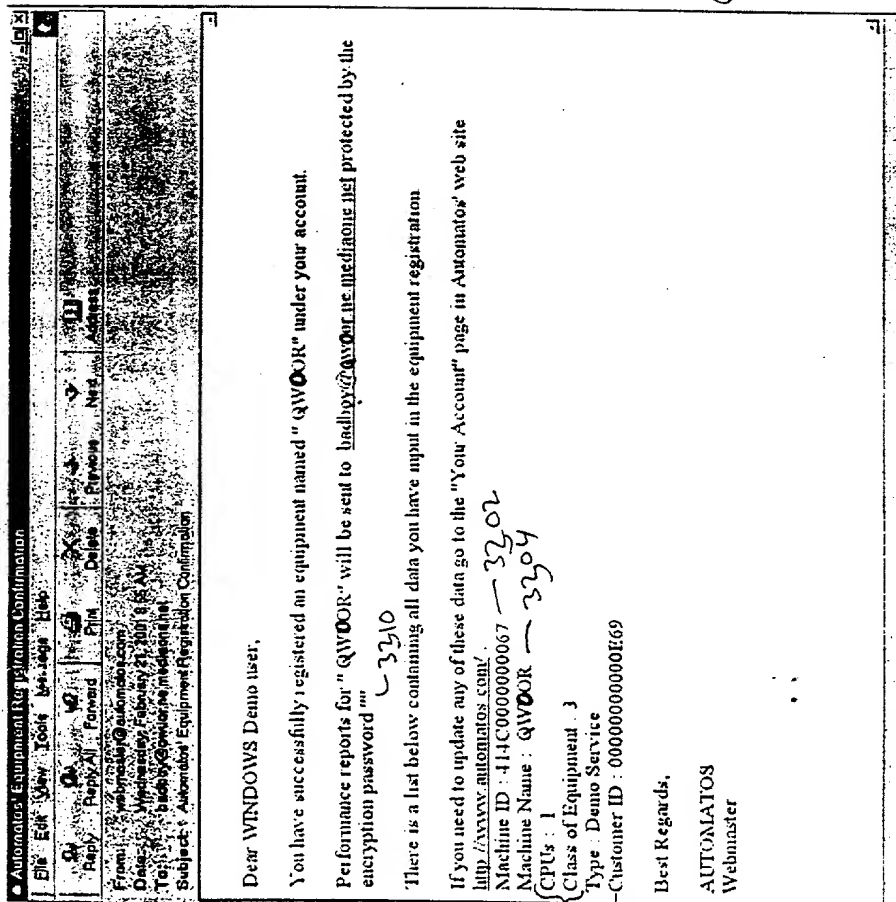
Back

Next

Cancel

Fig. 32

206T20" 6E8E5B50



3308

3306

6 2200

fig. 33

206120" 5E8E5B60

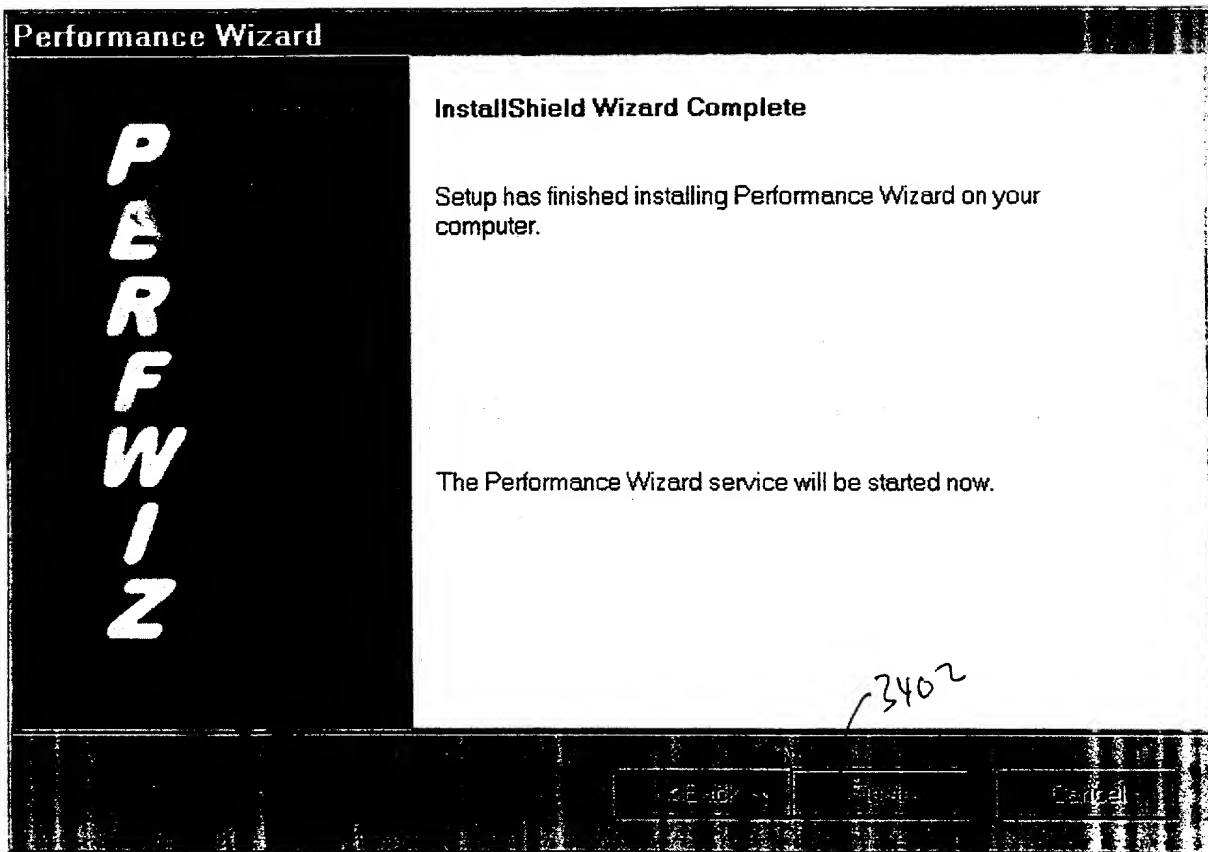


Fig. 34

206T20" 6225860

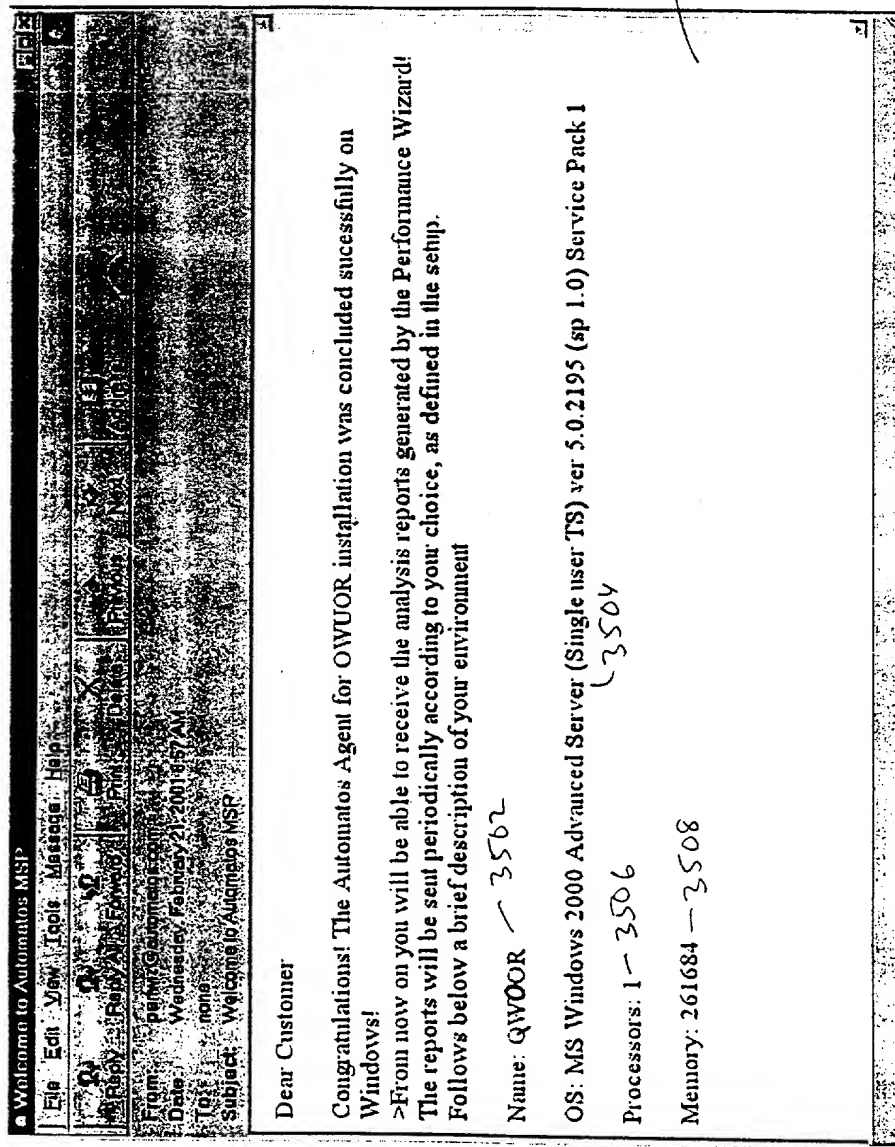


fig. 35

206720" 68825860

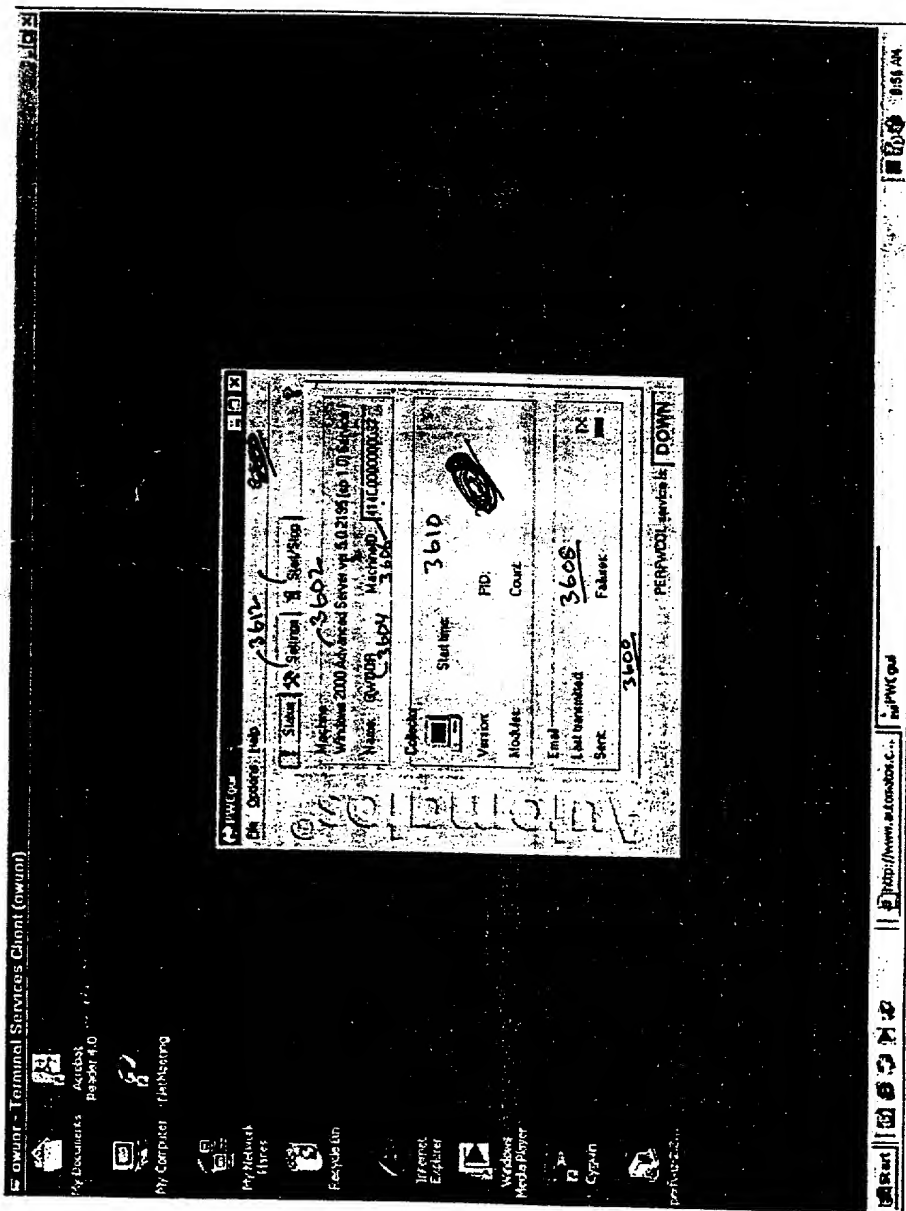


fig. 36

fig. 37

206720" 6635850

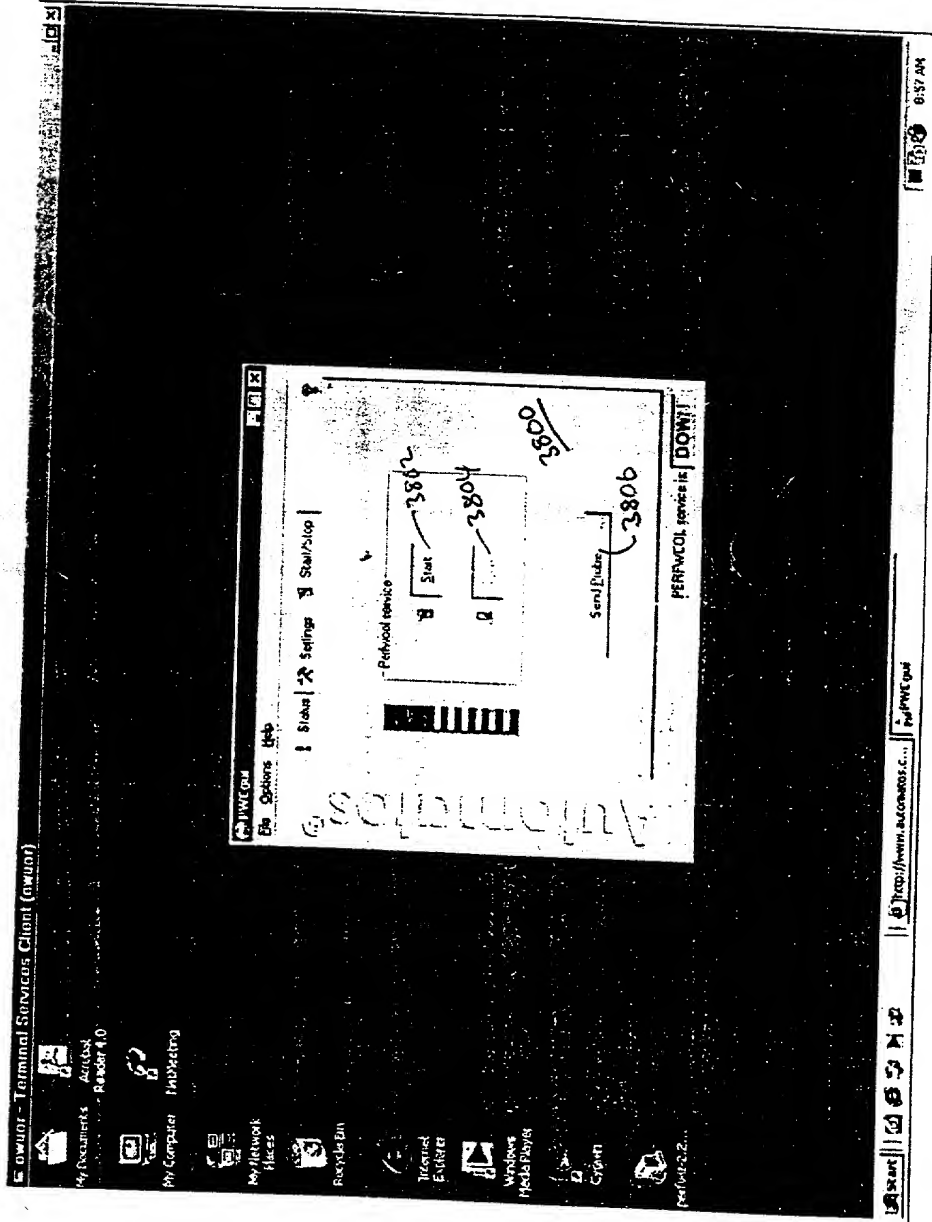


fig. 38